

# FAQ

## Logistics Services



### ! OVERVIEW

The purpose of the following document is to ensure that all customers are clear of the logistic process and the various elements in place to ensure a smooth transition of orders. Within the document we endeavour to illustrate the importance of the various methods of delivery, safety implications and recommendations to ensure excellent customer satisfaction.

### INTRODUCTION

asecos are the world's leading manufacturer of safety cabinets and are specialists in the storage of hazardous materials. Due to the specific nature of the cabinets provided, it is therefore imperative that all cabinets are installed and maintained correctly to ensure peak performance. Safety should also be taken into consideration when installing, moving and servicing equipment, as cabinets can weigh up to 1,200 kg with dimensions up to 1.55 x 1.02 x 2.22 (WxDxH in) in some cases. These dimensions exclude the packaging materials.

In order to sustain the quality of the product and ensure safety is maintained asecos UK work in conjunction with specialised logistic teams who have been successfully delivering our cabinets for a number of years. Utilising their efficient vehicle fleet, specialist lifting equipment and fully trained staff, we can ensure that the product is delivered safely whilst maintaining the highest quality standards.

### OUR LOGISTIC PARTNERS ARE:

- »» FORS accredited attaining a Silver standard.
- »» Accredited member of the Road Haulage Association
- »» ADR Licensed drivers.
- »» Awarded Safe Contractor Approval standard

asecos Ltd.  
Stores Road  
Profile House  
DERBY  
DE21 4BD

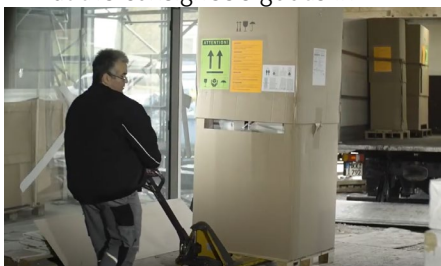
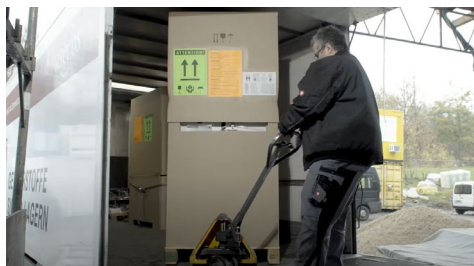
Phone: +44 7880 435436  
Fax: +49 6051 9220-10  
E-Mail: [info@asecos.co.uk](mailto:info@asecos.co.uk)  
Internet: [www.asecos.com](http://www.asecos.com)

## WHAT TYPES OF DELIVERY DO WE OFFER?

### I. DELIVERY BEHIND FIRST DOOR (BFD)

A delivery behind first door includes the following services:

- › Offloading the goods from the lorry
- › Offloading the goods behind first lockable door or rather handover at the consignee's goods in



#### Attention

! A delivery behind first door does not include the removal of packaging or removing the cabinet from its pallet. Nor does it include negotiating steps, door "lips", grass, gravel, sand or other obstacles.

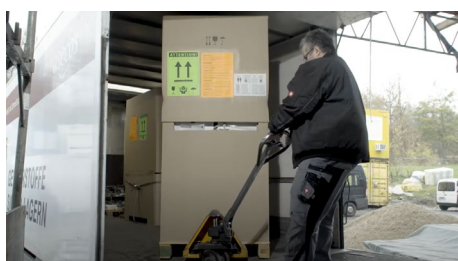
! The first door must be at least 2.3 metres high.

### II. DELIVERY TO POINT OF USE (POU)

Point of use deliveries includes the following services (subject to checklist completion):

▶ Click on the following link to see the video  
***Safety storage cabinets: Delivery to point of use:***  
<https://www.youtube.com/watch?v=Nt1TANh2mVM>

- › Offloading the goods from the lorry
- › Transporting and positioning of the goods at the desired final location



- › Levelling the goods on site
- › Removal and disposal of packaging



- › Siting time of max. 30 minutes per cabinet

Equipped with professional tools, our delivery team masters even the most difficult delivery conditions:



#### Attention

! Transportability must be clarified in advance based on a transport checklist (please see "Why do we need to fill in a checklist for delivery to Point of Use?") to be completed by the consignee

! The confirmed costs and lead times for a delivery to point of use are always subject to no site access issues

! Point of use deliveries of more than 5 cabinets, deliveries to construction sites and deliveries which require stair-walking will always require a separate site survey provided by our specialised forwarder

### III. SELF-COLLECTIONS FROM GRUENDAU (Germany):

Our cabinets require medium duty packaging for any collections, which are organised by you or the consignee. This transport packaging will incur additional costs.

## TYPES OF PACKAGING

**BASIC**      **MEDIUM**      **HEAVY DUTY**

Click on the following link to see the video  
**Unpacking of safety storage cabinets**  
<https://www.youtube.com/watch?v=esnY6mvNaqo&t=147s>

### IV. SELF-COLLECTIONS FROM HUNTINGDON (UNITED KINGDOM):

Please note that the stock held here in the UK only comes with our light duty packaging. When collections are agreed, the contractor will provide a liability disclaimer in advance. The disclaimer will indicate that any transport damage which occurs due to the use of untrained forwarding agencies will be the responsibility of the customer. Please note that the cabinets will not be made ready for collection until the disclaimer has been signed and returned. Additional costs for self-collections will occur.

#### **WARRANTY, MAINTENANCE AND SAFETY**

Whilst we cannot prevent consignees from opting for the BFD route of Self-collection option it is worth noting that inadequate handling can pose a safety issue when considering the weight of the goods. Inadequate handling cannot only pose a health risk but invariably effect the quality of the product and invalidate the warranty. In addition, asecos also recommend that once the product is situated that the consignee considers taking out a maintenance agreement to ensure the long term health of the product is extended past the initial warranty period.



### WHY DO WE NEED TO FILL IN A CHECKLIST FOR DELIVERY TO POINT OF USE?

For all point of use deliveries it is a company requirement that a completed checklist is provided for the final positioning of the goods. A Checklist will be provided along with our sales order confirmation letter, once the purchase order is submitted and processed. The checklist is to be completed and signed by the consignee. This should take place at least twenty (20) working days prior to the first delivery week indicated on the official order confirmation. A delay in providing the completed checklist will lead to a delay in delivery and potentially additional costs - Four weeks after the arrival of the unit in the UK we are obliged to charge the customer with a storage cost at a rate of £10.00 plus VAT per cabinet per starting week.

This checklist serves as a tool that helps the forwarding agency identify possible obstacles which may affect the delivery and final positioning of the goods, prior to the actual delivery. Our cabinets are heavy safety-related systems which need to be handled correctly so that a flawless function can be guaranteed. Good preparation and accurate information is mandatory to ensure operation runs smoothly. Failure to provide the required checklists might lead to unnecessary risks, additional costs and a delay to the delivery of the cabinet/s for which we assume no liability.



### DO WE HAVE TO PAY FOR ABORTED DELIVERIES?

Any aborted deliveries, caused by unexpected and avoidable obstacles, as well as the corresponding re-deliveries are chargeable.



### HOW DO WE KNOW WHEN THE GOODS WILL BE DELIVERED?

On the order confirmation we can only state an approximate delivery time, which is why a period of two weeks is indicated on the official order confirmation.

The forwarding agency will directly notify the consignee about the expected delivery date as soon as possible and at least one week prior to the planned delivery date. This delivery date can be any day within the delivery weeks previously indicated by us.



### IS IT POSSIBLE TO CANCEL THE DELIVERY AT SHORT NOTICE EVEN THOUGH THE DATE HAS ALREADY BEEN AGREED BETWEEN THE FORWARDING AGENCY AND THE CONSIGNEE?

In the event of the Consignee either cancelling or postponing the contract, we will charge a fee dependant on how much notice is given:

- » More than 2 days before the delivery/ collection was due.....£0
- » Less than 2 days but more than 1 day before the collection/ delivery was due.....50% of freight charges
- » Less than 1 day before the collection/ delivery was due.....100% of freight charges



### ARE DELIVERIES TO CONSTRUCTION SITES POSSIBLE?

We do deliver to construction sites or refurbishments. However, such deliveries will always require a separate site survey provided by the specialised forwarding agency and will lead to additional costs.



### WHICH POSTCODES ARE TO BE CONSIDERED AS \*REMOTE LOCATIONS\*?

Remote locations are defined as:

- › **Scotland:** AB, DD, FK, IV, KW, KY, PA, PH, (All offshore locations are POA)
- › **England:** EX, PL, TQ, TR
- › **Wales:** All postcodes except CF, NP and SA1



Deliveries to remote locations are restricted to Tuesday, Wednesday and Thursday. Surcharges will apply for work in remote areas factoring in (where necessary) additional weekend and out of hours work.



### **DO YOU DELIVER TO NORTHERN IRELAND?**

In contrast to deliveries within UK mainland, we only offer kerbside deliveries since these will be arranged directly from our headquarters in Germany. Since delivery is arranged from Germany, our cabinets require a medium duty packaging which will result in additional costs.

If not requested otherwise, the vehicle for the transport will not be equipped with a loading ramp. Therefore, all necessary equipment for unloading the cabinets has to be provided by the consignee.



### **IS IT POSSIBLE TO HAVE A TIMED DELIVERY?**

Timed Deliveries are possible but will lead to additional costs. A "Timed Delivery" is defined as a specific time or window of time e.g. 10am or "between 10 – 11am". If the end user requests a general AM or PM time, this is deemed as an estimated time of arrival in which case there is no charge.



### **DO YOU OFFER RISK ASSESSMENT METHODS STATEMENTS OR SITE INDUCTIONS?**

A set of RAMS is available on request. These are generic RAMS for a standard delivery.

Site specific RAMS can be produced following the completion of a site survey. This Service is available for an additional charge.

Our forwarding agency will attend site inductions if required. If however the induction is at a specific time, then an additional charge will be incurred for the extra time taken.



### **WHAT SHALL WE DO IF WE REGOGNISE ANY DAMAGES?**

The consignee is obliged to check the goods for visual damages upon receipt. In such scenarios whereby damage has occurred, delivery documentation must be clearly marked and asecos UK notified within 5 days at the latest following receipt of the goods. Hidden defects must be reported immediately after their discovery and in such cases a description of the defect and photographs should be made available to asecos UK. asecos will then review the issue carefully and advise the next steps to be taken.

The aforementioned obligation also applies for short and excess deliveries.



### **WHAT SHALL WE DO IF WE ARE NOT READY TO RECEIVE THE DELIVERY WITHIN THE INDICATED TIME?**

We appreciate that on occasions it may not be possible to deliver product within the allocated time frame due to third party interaction. This is particularly evident when dealing with new builds and refurbishment projects where there are a number of parties involved. In such circumstances whereby the consignee envisage delays due to on site issues, it becomes the responsibility of the consignee to inform asecos as soon as possible. Where possible asecos will attempt to delay production of the goods to aid the consignee. Once the goods are shipped from our production plant in Germany and delivered to the UK, we can store the goods free of charge for a maximum of 4 weeks, after such time a storage cost comes into force which will need to be passed on to the consignee at a rate of £10.00 plus VAT per cabinet per starting week.



### **WHAT HAPPENS WHEN WE ARE NOT ABLE TO TAKE THE DELIVERY IMMEDIATELY, BUT THE FORWARDING AGENCY IS ALREADY ON SITE?**

Once an agreed delivery date and time has been agreed, should our forwarder attend site and find that they are unable to deliver or find that they are delayed for a period of more than 30 minutes, then a surcharge will apply accordingly. In some cases the forwarder may have to leave site and rearrange a further visit, as they cannot always guarantee to wait due to other scheduled deliveries.

## **! TO CONCLUDE**

At asecos we want to ensure that all deliveries to site are performed in an efficient manner. It is in the interest of all parties involved to be aware of the above facts so all parties are knowledgeable in advance. By addressing any issues, we can prevent further complication and thus remove the possibility of additional costs, whilst maintain customer relations.

### **Your contacts for the UK**

<b>Sales</b>	+44 (0) 1332 415933	<a href="mailto:info@asecos.co.uk">info@asecos.co.uk</a>
<b>Service &amp; Aftercare</b>	+44 (0) 1332 415934	<a href="mailto:service@asecos.co.uk">service@asecos.co.uk</a>